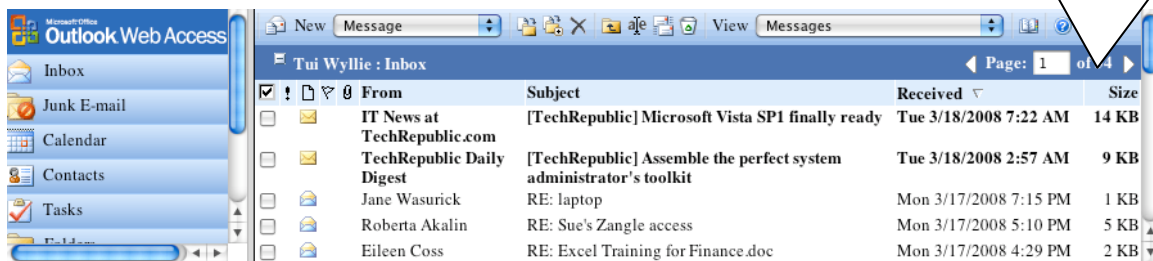


Macintosh: Microsoft Outlook Web Access

Q: How big is my mailbox? How large is each message?

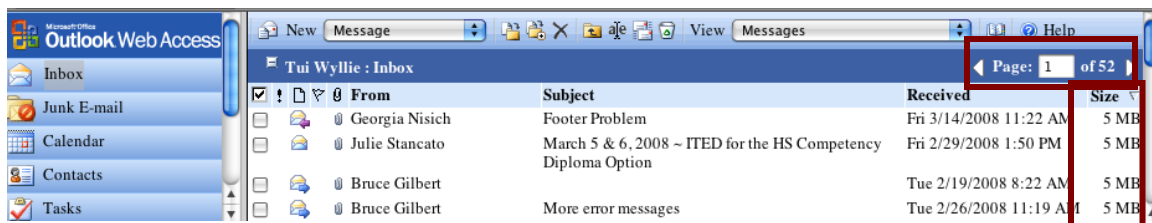
A: In Microsoft Outlook Web Access, you can't view the total size of your mailbox. However, you can view the size of each message in the Size column located on the far right of the screen.

Size column allows you to see the size of each message.



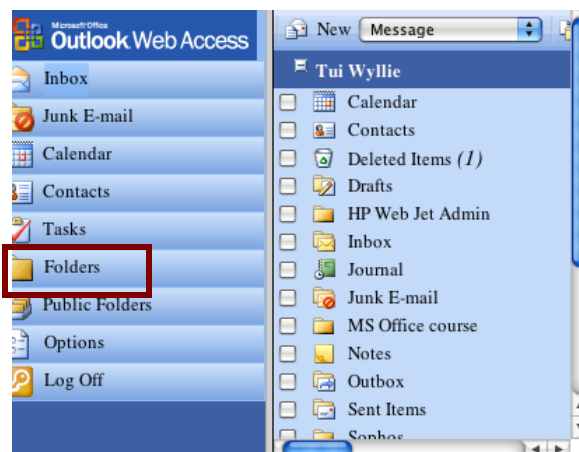
Q: How do I sort the messages by size?

A: Click once on the word "Size" on the Size column heading. This will sort the column by the message size. Scroll the side scroll bar to the very top of the column and turn the page to Page 1.



Q: I can see only Inbox and Junk E-mail folders in the navigation pane. Where are the rest of the folders such as Deleted Items folder?

A: In order to see other folders, you need to double-click the **Folders** icon in the navigation pane. After that, you will see other folders including **Deleted Items**, **Sent Items** and other personal folders you created in the right pane.



Q: How can I tell how many messages I have in each folder?

A: Click each folder and look at the total number of pages. By default, each page displays 25 messages. Therefore the **Inbox** below has 25 messages x 52 pages = 1,300 messages.



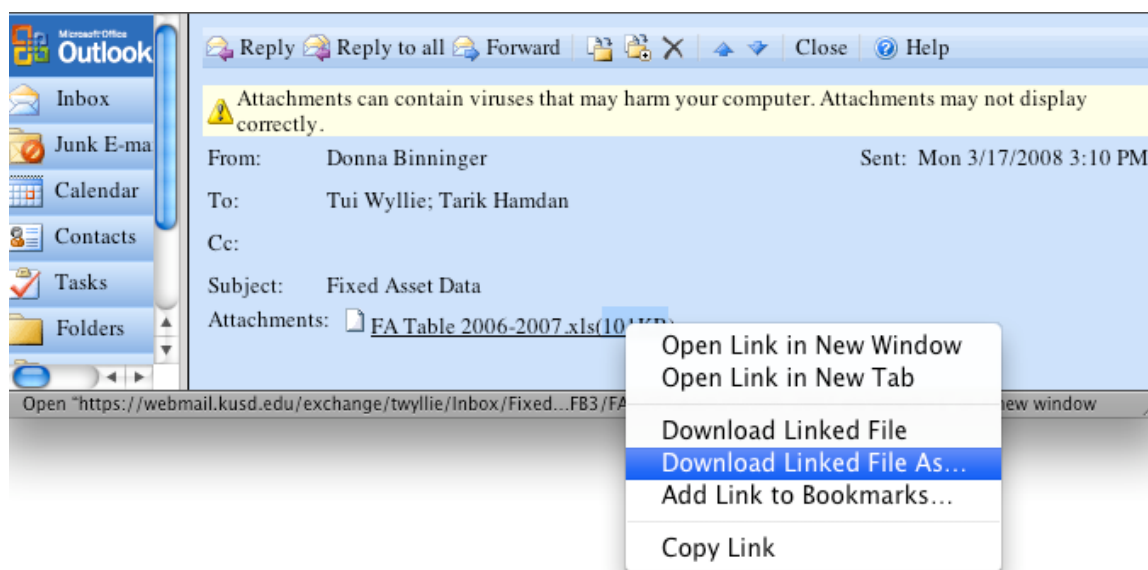
Q: If I have a lot of messages in my mailbox, does it mean my mailbox is large?

A: Not necessarily. You may not have many messages but if some messages have large attachments or if you store voice messages in your mailbox, your mailbox size will be large.

Q: How do I download an attachment so I can delete the message from my mailbox?

A: If you have a 2-button mouse, right-click on the Attachment's name. Then left-click on **Download Linked File** or **Download Linked File As**.

If you have a one-button mouse, press **Ctrl + click** on the attachment's name. Then click on **Download Linked File** or **Download Linked File As**. The file will be downloaded to your local computer. After that, you can delete the message with this attachment.

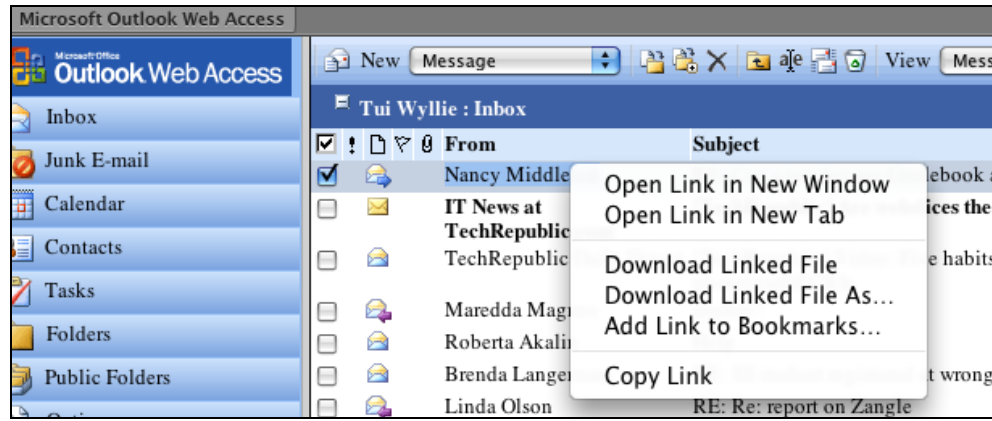


Q: How do I copy messages to my hard drive?

A: There are 2 methods to copy the messages to your hard drive.

The first method is by copying the text from each message then pastes it to a document. Repeat this process for each message you want to save. After that you can save the document on your computer or on your flash drive. Then delete those messages from your mailbox.

The second method is by checking the box in front of the message you wish to save. Then press **Ctrl + Click** which will bring up various options. Select the option **“Download Linked File”**. The selected message will be downloaded to the **Downloads** folder on your hard drive.



Repeat the same process with each message you want to save until you are finished. You may want to move the messages from the Downloads folder to a new folder designated for email messages only.

Q: I have created many subfolders under my mailbox/Inbox. Are these counted against my mailbox size?

A: Yes. All folders under your mailbox are counted against your mailbox size.

Q: Why do I have so many messages in Sent Items folder? Do I have to delete these messages as well?

A: Yes. Each time you send a message, a copy is kept in the **Sent Items** folder automatically. You have to delete unwanted messages in the **Sent Items** folder as well.

Q: I regularly delete the messages I no longer need. However, I still get a warning that my mailbox is too large. How come?

A: All deleted messages stay in the **Deleted Items** folder until you delete them from this folder. Then they will be removed from your mailbox and reduce your mailbox size.

*Q: Is there a quick way to delete everything in the **Deleted Items** folder?*

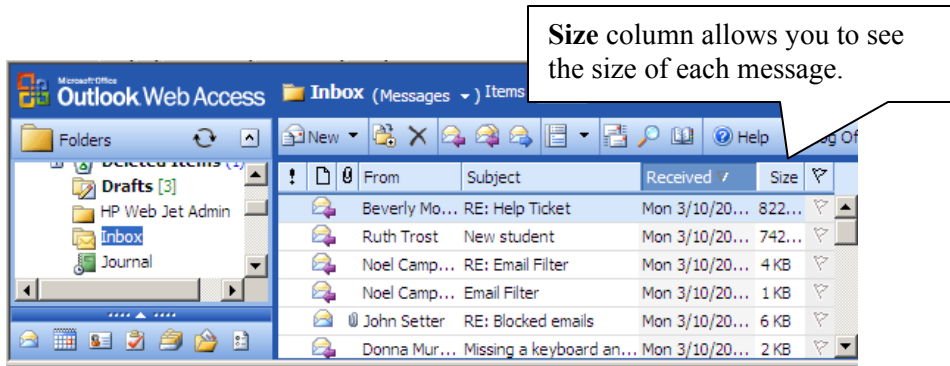
A: Click the **Empty Deleted Items** icon on the toolbar.



Windows: Microsoft Outlook Web Access

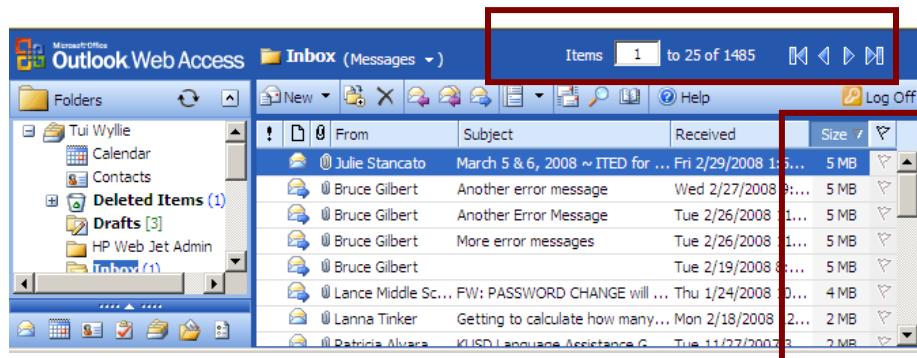
Q: How large is my mailbox? How large is each message?

A: In Microsoft Outlook Web Access, you can't view the total size of your mailbox. However, you can view the size of each message in the **Size** column located on the far right of the screen.



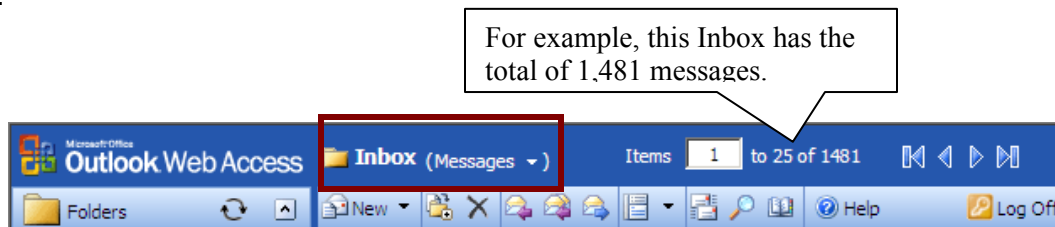
Q: How do I sort the messages by size?

A: Click once on the word "**Size**" on the Size column heading. This will sort the column by the message size. Scroll the side scroll bar to the very top of the column and turn the page to Item 1.



Q: How can I tell how many messages I have in each folder?

A: Click each folder and look at the total number of items on the top right of the email window.

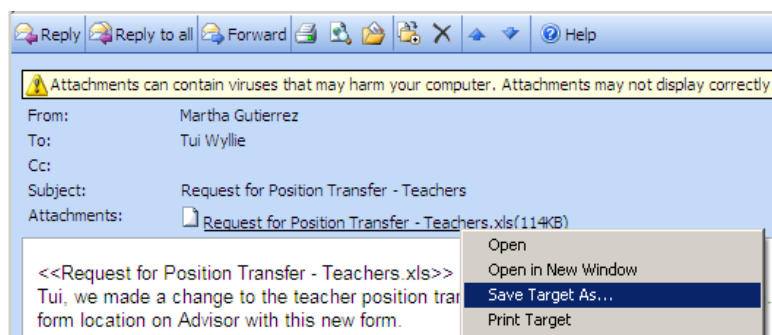


Q: If I have a lot of messages in my mailbox, does it mean my mailbox is large?

A: Not necessary. You may not have many messages but if some messages have large attachments or if you store voice messages in your mailbox, your mailbox size will be large.

Q: How do I save an attachment to my computer?

A: To download an attachment, right-click on the attachment file name. Then select **Save Target As...**



In the **Save as** window, specify where you want to save the file. Then click **Save**.

Q: How do I copy messages to my hard drive?

A: You can copy the text from each message and paste it to a document. Repeat this process for each message you want to save. After that you can save the document on your computer or on your flash drive. Then delete those messages from your mailbox.

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Q: I regularly delete the messages I no longer need. However, I still get a warning that my mailbox is too large. How come?

A: Deleted messages stay in the **Deleted Items** folder until you delete them from this folder. Once removed from your Deleted Items folder, they will be removed from your mailbox.

Q: Is there a quick way to delete everything in the Deleted Items folder?

A: Click the **Empty Deleted Items** icon on the toolbar.

